



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Senior Network Systems Analyst

Job Code Title

Network Systems Analyst

Pay Band

07

Job Code Number

151517

Information Technology and Processing Division

Information and Technology Services Bureau

Network Services Unit

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Information and Technology Services Bureau provides application development and support services for all revenue information systems including network services to approximately 650 users from a central office in Helena and to 60 locations in the state's 56 counties. Depending on need, services are provided either with a site visit or using remote-access technologies. The IT Bureau includes the Network Services Unit and the Applications Services Unit.

Job Responsibilities

The Senior Network Systems Analyst plans, develops, and manages network development and enhancement projects to ensure systems meet user needs, comply with state and federal regulations, and are operating efficiently within state standards. Provides training and user technical support to ensure systems function properly and that users are able to effectively utilize system functions. Typically senior positions handle the most sensitive and difficult issues. The position serves as the final review point for quality control and assurance for departmental technological systems and develops and delivers training on new system functions and operations to ensure proficiency and competency of users. This position reports to the Network Services Unit Manager and coordinates the work of other network analysts.

• System Planning and Implementation 70%

1. Analyzes and evaluates agency business processes, system specifications, associated costs, and applicable policies and procedures to determine viable solutions to network system issues. Consults with users and management. Researches and reviews technical documentation.
2. Serves as team lead to manage day-to-day network operations and to lead ad-hoc technical committees. Manages complex network-related projects from beginning to end. Manages and performs proactive monitoring of all technical areas of responsibility. Develops standard operating

procedures for those areas to bring improved efficiency and effectiveness to the work unit. Represents the division and the department in technical counsel as needed.

3. Develops project plans and specifications for the system to provide automated solutions and alternatives to the agency's business needs that are compatible, efficient, and cost effective. Coordinates with system contractors. Information considered includes the effects of various solutions on existing system infrastructure; other business processes and systems; and needs of agency-wide staff. Oversees the development and maintenance of network configurations within established timeframes to meet the goals of individual work units and department objectives.
4. Formulates backup and contingency plans to ensure continuity of work processes, services, and system security. Analyzes and evaluates business processes, legal requirements and information systems for a variety of internal and external programs. Develops solutions to network and security issues. Sets priorities for disaster recovery to maintain continuity of user business processes.
5. Documents the business requirements of network projects. Meets with users and other stakeholders to gather information on the major outputs and how the project will work with existing or proposed systems and networks. Negotiates changes to proposed systems and business processes that may be necessary to integrate project requirements with systems and business requirements and with other projects. Proposes and justifies alternatives to stakeholders as needed. Establishes relative priority of projects.
6. Manages system development, enhancement, and maintenance efforts to ensure projects are completed within established timeframes. Ensures continuity of support for agency business needs. Tracks project progress. Ensures users and support staff understand and are adequately trained to use/support new business systems. Identifies and evaluates any potential problem areas. Monitors and reports work processes and progress.
7. Establishes system development and maintenance policies and procedures with supervisor, contractors, and management. Ensures overall quality, consistency, and compliance of agency-wide system development activities. Evaluates the effectiveness of existing policies and procedures; new technologies and developmental strategies; changing rules and statutory requirements; user and business process needs; and other factors to ensure that policies and procedures represent the best interests of the department. Ensures compliance with all applicable regulations and requirements. Promotes efficiency and cost-effectiveness.
8. Provides information to the supervisor for project and biennial budgets including personal services, equipment, contracts, and related costs to assist in prioritizing projects.
9. Develops conversion plans to ensure the effective and efficient migration of data between existing and newly developed systems. Evaluates data integrity, compatibility, and related issues to determine the impacts of conversion on existing data. Modifies system implementation plans accordingly.
10. Identifies potential threats and liabilities to systems and alerts the Computer Security Specialist.

- **Technical Support 25%**

1. Provides training on system functions. Assesses user training needs. Compiles information and necessary materials. Delivers training. Assesses the outcome to determine if all of the needed information was provided.
2. Configures, installs, and performs related set-up procedures for network system upgrades as needed for department computer systems. Ensures all machines are operating with current department software, security features, and current advances in technology. Assesses relationships with existing applications. Ensures software and hardware will integrate with new and existing systems. Tests and resolves installation problems. Provides direction to users.
3. Responds to technical problems referred by agency management or staff users regarding system or software problems. Troubleshoots and isolates problems. Analyzes hardware and software configurations, network components, and communication issues. Develops or coordinates solutions in-house or with contractors to correct problems. Prioritizes user support based on the significance to the system; logistics; available options to keep the system functioning; and impact on related systems.

4. Coordinates the resolution of major system problems with contractors. Provides information to contractors on agency network and equipment.
5. Develops technical documentation to provide accurate and complete information and data related to system design, user training, technical programming, database models and related diagrams, and other system specifications. Develops, maintains, and updates user operations manuals to provide accurate and current system procedures.
6. Purchases all requested hardware and software in accordance with state procurement procedures and policies considering agency needs, pricing, availability, hardware and software specifications, and other projects.
7. Identifies inefficiencies in IT practices, procedures, and approaches to customer service. Recommends changes.

- **Other Duties 5%**

1. Performs a variety of other duties as assigned by the supervisor.

Job Requirements

To perform successfully as a network systems analyst, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. The work requires skill in managing complex and varied system development and management projects; isolating and resolving advanced technical problems; project analysis; reading and interpreting technical manuals and data reports; operating various office software applications (word processing, spreadsheet, presentation, database applications, and platforms); establishing project goals, timelines, and standards; and translating technical information to varied audiences. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; effectively interpreting policies and procedures in a wide variety of project areas; using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; and following written and oral directions are also required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

The position requires knowledge of the concepts and theories of information systems and computer science including knowledge of project planning and management, system design, and system implementation within a large public agency. Requires extensive knowledge of functional applications; proprietary languages; information systems development, enhancement, and maintenance; systems analysis, design, testing, and documentation techniques and procedures; telecommunications and information systems networking; customer service standards; computer operating systems, equipment, and software; databases; data management tools and products; and data structures and interrelationships. The position also requires knowledge of the agency's business processes; state information systems standards; and training development and delivery methods.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in computer science or closely related field and five years of job-related work experience.
 - Work experience should include network operating systems; troubleshooting and problem isolation; and end-user assistance.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.

- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Work hours may exceed 40 hours per week from time to time. Lifting may reach 45-60 pounds when lifting larger items such as computers and related equipment and pushing or moving carts or large items to repair or install computers and hardware. Some assignments may require working in uncomfortable and noisy areas. Extensive travel, sometimes under unfavorable conditions and circumstances, requires a valid Montana driver's license. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Division Administrator Review: The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____